ABSTRACT OF THE DISCLOSURE

A help server selects helper terminals each for providing an answer to an inquiry by a user, in accordance with the contents of an answer, a desired

5   communication ability and a desired fee respectively on the side of each helper terminal and the contents of an inquiry, a communication ability and a desired fee respectively on the side of the user at the user terminal, and notifies the user of the selected helper

10   terminals. The user selects a desired helper terminal from the notified helper terminals to obtain an answer. The help server can return the answer to the user inquiry at the fee and answer contents desired by the user.